APPENDIX #1

APPROVED DOCUMENTS

REMEDY ITSM 7.x

Appendix 1. - Approved Documents

Documents will be added to this section as they are approved.

Current documents approved as of December 10, 2008:

1. ITSM Project Request Approval Process
2. Change Request Form
3. Change Request Log
4. Communications Plan
5. Issues Log
6. Risk Assessment Matrix
7. Product Awareness Plan (Marketing Plan)

Documents to be completed and added as they are completed and approved.
1. Rollout Plan
2. Release Plans
3. Training Plans

_____   _____
Kenneth Peterson, COO   **Date**

_____   _____
Darcie Trimble, Solutions Delivery Dir. /Acting Project Management Dir.   **Date**

_____   _____
Jim Matsumura, Services Delivery Director   **Date**

_____   _____
Russell Smith, Business Sponsor and Product Manager   **Date**

REMEDY ITSM PROJECT REQUEST APPROVAL PROCESS

December 2, 2008

1.1 PURPOSE

The purpose of this document is to outline the project request approval process for Remedy ITSM 7.x teams.

1.1.1 BACKGROUND

The Department of Technology Services has begun the implementation of Remedy ITSM 7.x. As the project has started moving forward, it has become apparent that a project request approval process needs to be in place

1.1.2 SCOPE

This approval process applies to DTS team members who are permitted to submit requests prior to the implementation of Remedy ITSM 7.x suite of applications. DTS team members can submit recommendations for approval on such items as standards, policies, service categories, reports, forms, requests, configuration items, catalog items, roles and responsibilities, customization or configuration change requests, etc.

1.1.3 EXCEPTIONS

None

2.1 APPROVAL PROCESS

- DTS staffs who want to submit a request should make recommendations through an ITSM 7.x team member.
- Team members complete a Change Request Form and submit it to the ITSM 7.x Project Manager (attach additional documentation if needed).
- The Project Manager will enter the request into the Change Request Log and present it to the Core Team.
- The Remedy Administrator will work with the technical team to review the request for costs, benefits, impacts, feasibility, etc., investigate to determine if requested item already exists in system, and make recommendations to the rest of the Core Team.
- The Core Team will review the documentation and recommend a disposition.
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- Based upon the "change rigor" the Project Manager will approve, deny, or ask for modifications to the request; or forward the recommendations from the Core Team to the Sponsor.
- Based upon the "change rigor" the Sponsor will approve, deny, or ask for changes to the original request or the Sponsor will meet with the Remedy Enterprise Steering Committee (RESC) to review the Core Team recommendations and determine the disposition.
- Once the Sponsor and/or RESC make their decision, the Project Manager will inform the Core Team and the requestor of the disposition.
- The Project Manager will enter the request disposition on the Change Request Form and the Change Request Log to complete the process.
- Standards, polices, procedures, request, processes, etc., will be stored and/or accessible on the G:\core team itsm or at http://dts.utah.gov/services/entprojects/index.html

2.1.1 EMERGENCY REQUEST PROCESS

- In the event of an emergency request, requests will be sent to all core team members for immediate review via email.
- The core team will individually review and make recommendations to the Project Manager who will then summarize the recommendations and work with the Sponsor to resolve the request and/or set up an emergency meeting with the RESC for resolution.

MEETING TIMES

- **Core Team**—will consider request(s) during the Core Team's weekly meeting.
- **Pre RESC Meeting – the day prior to the RESC meeting the Project Manager will meet with the PMO, Sponsor, and Business Analyst (or designees) to review requests/items.**
- **Remedy Executive Steering Committee**—RESC will meet on the first Tuesday of the month to review requests.

REMEDY ITSM 7.x

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REMEDY ITSM - CHANGE REQUEST FORM

Project Name:	Date:	Request #: (Assigned by Project Manager)
Originator: **Title & Organization:**		
Title or Short Name of Change:		
Reason for Change (Include Business Benefit):		
Description of Change (attach any necessary documentation):		
Other Comments:		
Success Criteria:		

Following areas to be completed by Remedy/Technical staff:

Costs/Benefits /Impacts: (Include estimated budget, cost, time, resources, maintenance, risks, and schedule increases or decreases)

Scope of Change: Project ☐   Program ☐   Foundation Data ☐   Other ☐ _____

Attach additional documentation:

Authorization Types (See PDD, pg. 21, Project Governance Framework) ☐ **Rigor 1** – **Project Manager** (Change functional data, e.g., standards, CIs) ☐ **Rigor 2** – **Project Sponsor** (Change scope, schedule, resources, FD) ☐ **Rigor 3 – RESC** (Change configuration or customization)	**Agreed by** **Remedy Administrator and/or Technical Team:** Disposition Date:
Agreed by **Remedy Core Team:** Disposition Date:	**Agreed/Authorized by** **Project Manager – Gae Lyn DeLand:** Disposition Date:
Agreed/Authorized by **Product Sponsor – Russell Smith:** Disposition Date:	**Authorized by** **Remedy Executive Steering Committee:** Disposition Date:
Final Dispositions: Accepted ☐ Not Accepted ☐ Conditional Acceptance ☐ _List Conditions:_	
Evaluations/Recommendations:	
Date Disposition Logged: _____ **Date Requestor Notified of Disposition:** _____	

No field should be left blank – (use N/A if needed)

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REMEDY ITSM - CHANGE REQUEST LOG

CR #	Open/ Closed	Date	PRJ	Title	Originator	Resolution Date	Resolution
1							
2							
3							
4							
5							
6							
7							
8							
9							
10							
11							
12							
13							
14							
15							
16							
17							
18							
19							
20							
21							
22							
23							
24							
25							
26							
27							
28							
29							
30							
31							
32							

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REMEDY ITSM - COMMUNICATION PLAN

Topic	Owner	Approvers/Sign-off	Need to Know	Like to Know
List topic for which There could be issues, risks or changes and other items that may need to be communicated (owner to next level)	**Primary owner of items within a topic that will need to be communicated**	**Primary stakeholders who approve the information to disseminate**	**Key stakeholders who should be included in the communication about these issues**	**Other stakeholders that may also be included if the information is not of a sensitive nature**
1. Scope changes or emergency issues	Project Manager	Sponsor to Remedy Enterprise Steering Committee (RESC)	Manager/IT/Regional Director Teams	Dependent on issue
2. Team member nonparticipation	Team Leader, primary Project Manager, secondary	Manager/IT/Regional Director	Sponsor, PMO	Dependent on issue
3. Technical problems	Project Manager	Sponsor Manages of Technical Area	COO, Directors of PMO, Solutions & Services Delivery	Dependent on issue
4. Sponsor updates	Project Manager	Sponsor	PMO Director	Dependent on issue
5. Management updates	Project Manager	Sponsor	PMO Director	Dependent on issue
6. Change Approval	Project Manager	Sponsor RESC (possibly)	COO, Directors of PMO, Solutions & Services Delivery	Dependent on issue

Method *	Notes	Change Rigor	Reporting/Metrics
How the topic will be communicated: email, phone, meeting, newsletter, etc.	**Any extra qualifications or commentary**	**Align each topic within the change management rigor guidelines for the project to determine who needs to be informed and what methods should be used**	**What reporting tools or templates will be used? What Specific quantifiable measurements should be taken used as part of the reporting process**
1. Email, phone, Sponsor meeting	Email other info	**High**	
2. Email, phone, Project Manager	Email other info	**Low**	
3. Email, phone, Sponsor meeting	Email other info	**Medium**	
4. Sponsor bi-monthly meeting	Email other info	**Low**	
5. Sponsor bi-monthly meeting	Email other info	**Low**	
6. Sponsor bi-monthly meeting	Email other info	**Low, Medium or High**	

* Method of Communication - Sponsor's preference for method of communication is his bi-monthly meeting. However, the Project Manager will evaluate the issues/requests and email/phone to request a meeting when warranted.

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ISSUES LOG

Change Management

No.	Date	Issue	Owner	Due Date	Status or Resolution	Close Date
1						
2						
3						
4						
5						
6						
7						
8						

Configuration Management – Asset Management

No.	Date	Issue	Owner	Due Date	Status or Resolution	Close Date
1						
2						
3						
4						
5						
6						
7						
8						

Configuration Management – Contracts

No.	Date	Issue	Owner	Due Date	Status or Resolution	Close Date
1						
2						
3						
4						
5						
6						
7						
8						

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Configuration Management – Purchasing

No.	Date	Issue	Owner	Due Date	Status or Resolution	Close Date
1						
2						
3						
4						
5						

Configuration Management Database

No.	Date	Issue	Owner	Due Date	Status or Resolution	Close Date
1						
2						
3						
4						
5						

Core System

No.	Date	Issue	Owner	Due Date	Status or Resolution	Close Date
1						
2						
3						
4						
5						

Service Desk Management – Incident Management

No.	Date	Issue	Owner	Due Date	Status or Resolution	Close Date
2						
3						
4						
5						

Service Desk Management – Problem Management

No.	Date	Issue	Owner	Due Date	Status or Resolution	Close Date
2						
3						
4						
5						

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Service Level Management

No.	Date	Issue	Owner	Due Date	Status or Resolution	Close Date
1						
2						
3						
4						
5						

Service Request Management

No.	Date	Issue	Owner	Due Date	Status or Resolution	Close Date
1						
2						
3						
4						
5						

Remedy ITSM 7.x (Entire Project)

No.	Date	Issue	Owner	Due Date	Status or Resolution	Close Date
1						
2						
3						
4						
5						

Executive Steering Committee

No.	Date	Issue	Owner	Due Date	Status or Resolution	Close Date
1						
2						
3						
4						
5						

RISK ASSESSMENT MATRIX

High Risks and Medium Risks Requiring Management

	Risk	Impact	Probability	Element of Surprise	Overall Threat
1	Change in project priorities	H	H	L	H
2	Change of Business Sponsor	L	L	H	L
3	Completion of business analysis on time	H	L	L	H
4	Personnel changes to the Core Team	H	L	H	L
5	Planning, configuring and implementing without consultant	H	H	L	H
6	Reduction or elimination of funding or people resources	H	L	H	H
7	Release of new ITIL version prior to project completion	L	H	L	L
8	Release of Remedy 8.x prior to project completion	L	H	L	L
9	Change in project scope	H	M	H	L
10	Communications efforts do not produce desired results	H	H	L	H
11	Non acceptance by DTS managers and staff	H	M	L	H
12	Team members not participating	H	M	L	M
13	Lack of information/infrastructure to obtain good data for assets	H	M	L	M
14	Planning, configuring and implementing with limited consulting funds	H	M	L	M

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RISK # 1 - Preventive Actions – CHANGE IN PROJECT PRIORITIES

Cause	Preventive Action	Owner	Duration	Predecessor(s) (WBS Code)	Successor(s) (WBS Code)
1	Sponsors and Core Team approves all project priority changes	Project Manager	Life of project		
2	Changes must be signed and approved via the Change Order process for this project	Project Manager	Life of Project		
3	Request additional staff	Project Manager	Life of Project		

Risk 1 - Contingency Plan – CHANGE IN PROJECT PRIORITIES

Effect	Contingency	Trigger	Owner
1	Create Change Order and modify schedule to meet new priorities	If ESC changes project scope	Project Manager
2	Get Change Order signed	If CAB approves change	Project Manager
3 a.	Request additional staff be added to project and train new resources	If scope increases	Team Leader
3 b.	Change scope of project	If staffing is insufficient and can't be increased	Project Manager

Risk # 3 - Preventive Actions – COMPLETION OF BUSINESS ANALYSIS ON TIME

Cause	Preventive Action	Owner	Duration	Predecessor(s) (WBS Code)	Successor(s) (WBS Code)
1	Assign additional resources to the Business Services group	Sponsor/Business Services Director	Life of project		
2	Request that no additional tasks or projects be assigned to Business Analyst	Project Manager	Life of project		

Risk # 3 - Contingency Plan – COMPLETION OF BUSINESS ANALYSIS ON TIME

Effect	Contingency	Trigger	Owner
1	Do without full business analysis	If business analysis is not completed on time	Sponsor
2	Request additional resources be added to complete analysis	If business analysis is not completed on time	Sponsor
3	Approval of the Executive Steering Committee (ESC) is required for all changes to affecting the project schedule	If business analysis is not completed on time	Sponsor

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Risk # 5 - Preventive Actions – PLANNING, CONFIGURING AND IMPLEMENTING WITHOUT CONSULTANT

Cause	Preventive Action	Owner	Duration	Predecessor(s) (WBS Code)	Successor(s) (WBS Code)
1	Identify and work with other users who have implemented ITSM 7.0 successfully.	Project Manager	Duration of Project		
2	Join Remedy User Group and investigate possibility of shared consulting support.	Project Manager	Duration of Project		
3	Implement a 'train the trainer' program where DTS SMEs train the team on how the tool works.	Remedy Administrator	2-3 Days		
4	Conduct on-line training in the areas needed	Project Manager	1-2 Weeks		

Risk # 5 - Contingency Plan – PLANNING, CONFIGURING AND IMPLEMENTING WITHOUT CONSULTANT

Effect	Contingency	Trigger	Owner
1	Implement preventative actions 1 and 2 above	If sponsor confirms that there are no consulting funds	Project Manager
2	See one above	See two above	NA
3	Identify training that core team member's need and have Remedy SMEs train them to be able to implement the product.	If user groups and users that have implemented Remedy ITSM 7.0 are unable to render assistance	Project Manager and Remedy SMEs
4	Identify core training team requirements, get funding from the sponsor to have core team conduct on-line training that will aid in the implementation of the product.	If Remedy SMEs do not have the time to train the trainer	Project Manager

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Risk # 6 - Preventive Actions – REDUCTION OR ELIMINATION OF FUNDING OR PEOPLE RESOURCES

Cause	Preventive Action	Owner	Duration	Predecessor(s) (WBS Code)	Successor(s) (WBS Code)
1	Produce deliverables that add value to the DTS business sooner rather than later	Team Leader	Life of project		
2	Produce a realistic cost/benefit estimate for the entire project complete with estimated timelines and gain executive management approval	Project Manager	When need occurs		
3	Identify skill sets needed to fill possible vacancies	Project Manager	1-2 weeks		

Risk # 6 - Contingency Plan – REDUCTION OR ELIMINATION OF FUNDING OR PEOPLE RESOURCES

Effect	Contingency	Trigger	Owner
1	Determine the reduced level of funding or people resources that will be available and then determine if scope and/or schedule adjustments are necessary to meet target deadlines.	If reduction of financial or people resources is communicated to the project team	Project Manager
2	Determine what changes would be necessary to the cost benefit estimate and time line to obtain ESC approval.	If the ESC does not approve cost benefit estimate and timelines	Project Manager
3	Identify skill sets needed to fill vacancies and provide any specialized training necessary to bring new team members up to speed on the project.	If team members are pulled from the project by managers or they leave state employment	Project Manager

Risk # 10 - Preventive Actions – COMMUNICATIONS EFFORTS DO NOT PRODUCE DESIRED RESULTS

Cause	Preventive Action	Owner	Duration	Predecessor(s) (WBS Code)	Successor(s) (WBS Code)
1	Develop and execute a more effective Communications Plan.	Team Leader	Life of project		

Risk # 10 - Contingency Plan – COMMUNICATIONS EFFORTS DO NOT PRODUCE DESIRED RESULTS

Effect	Contingency	Trigger	Owner
1	Re-evaluate and execute the revised Communication Plan.	If feedback indicates that communication efforts are not producing the desired awareness or support for the project	Team Leader

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Risk # 11 - Preventive Actions – NON-ACCEPTANCE BY DTS MANAGERS AND STAFF

Cause	Preventive Action	Owner	Duration	Predecessor(s) (WBS Code)	Successor(s) (WBS Code)
1	Enforce the Remedy non-optional decision	Sponsor	Life of project		
2	Implement product awareness plan	Team leader	Life of project		

Risk # 11 - Contingency Plan – NON-ACCEPTANCE BY DTS MANAGERS AND STAFF

Effect	Contingency	Trigger	Owner
1	Inform ESC of probable affect of non compliance and recommend reversal of decision	If exceptions are permitted	Sponsor
2	Implement product awareness plan	If product is not accepted by managers and staff	

RISK # 12 - Preventive Actions – TEAM MEMBERS NOT PARTICIPATING

Cause	Preventive Action	Owner	Duration	Predecessor(s) (WBS Code)	Successor(s) (WBS Code)
1	Inform prospective team member and their manager up front what is expected and secure their agreement	Project Manager			

Risk # 12 - Contingency Plan – TEAM MEMBERS NOT PARTICIPATING

Effect	Contingency	Trigger	Owner
1	Consult with team member	If team member fails to participate	Team Leader
2	Meet with team member's manager and ask for replacement	If team member continues to not participate	Team Leader

Risk # 13 - Preventive Actions – LACK OF INFORMATION/INFRASTRUCTURE TO OBTAIN GOOD DATA FOR ASSETS

Cause	Preventive Action	Owner	Duration	Predecessor(s) (WBS Code)	Successor(s) (WBS Code)
1	Purchase an auto discovery tool	Sponsor	Phase 1		
2	Implement standards for infrastructure maintenance and install	Infrastructure Manager	Life of project		

Risk # 13 - Contingency Plan – LACK OF INFORMATION/INFRASTRUCTURE TO OBTAIN GOOD DATA FOR ASSETS

Effect	Contingency	Trigger	Owner
1	Use current tools and do a complete inventory audit and document results	If auto discovery tool is not purchased or does not cover all assets	Team Leader
2	Extend phase one timeline until standards are in place	If standards are not in place by completion of phase one	Team Leader

Risk # 14 - Preventive Actions – PLANNING, CONFIGURING AND IMPLEMENTING WITH LIMITED CONSULTING FUNDS

Cause	Preventive Action	Owner	Duration	Predecessor(s) (WBS Code)	Successor(s) (WBS Code)
1	Bring consultant in only at critical, predefined key points (milestones) that would be the most advantageous to the project	Business Analyst	Duration of Project		
2	Begin actions in Risk 5 (Planning, configuring and implementing without consultant)				

Risk # 14 - Contingency Plan – PLANNING, CONFIGURING AND IMPLEMENTING WITH LIMITED CONSULTING FUNDS

Effect	Contingency	Trigger	Owner
1	Bring in consultant	If project hits a predefined critical point or milestone	Project Manager
2	Implement preventative actions in Risk 5 above (Planning, configuring and implementing without consultant)	If limited consulting funds are inadequate and sponsor confirms there are no additional consulting funds available	Project Manager